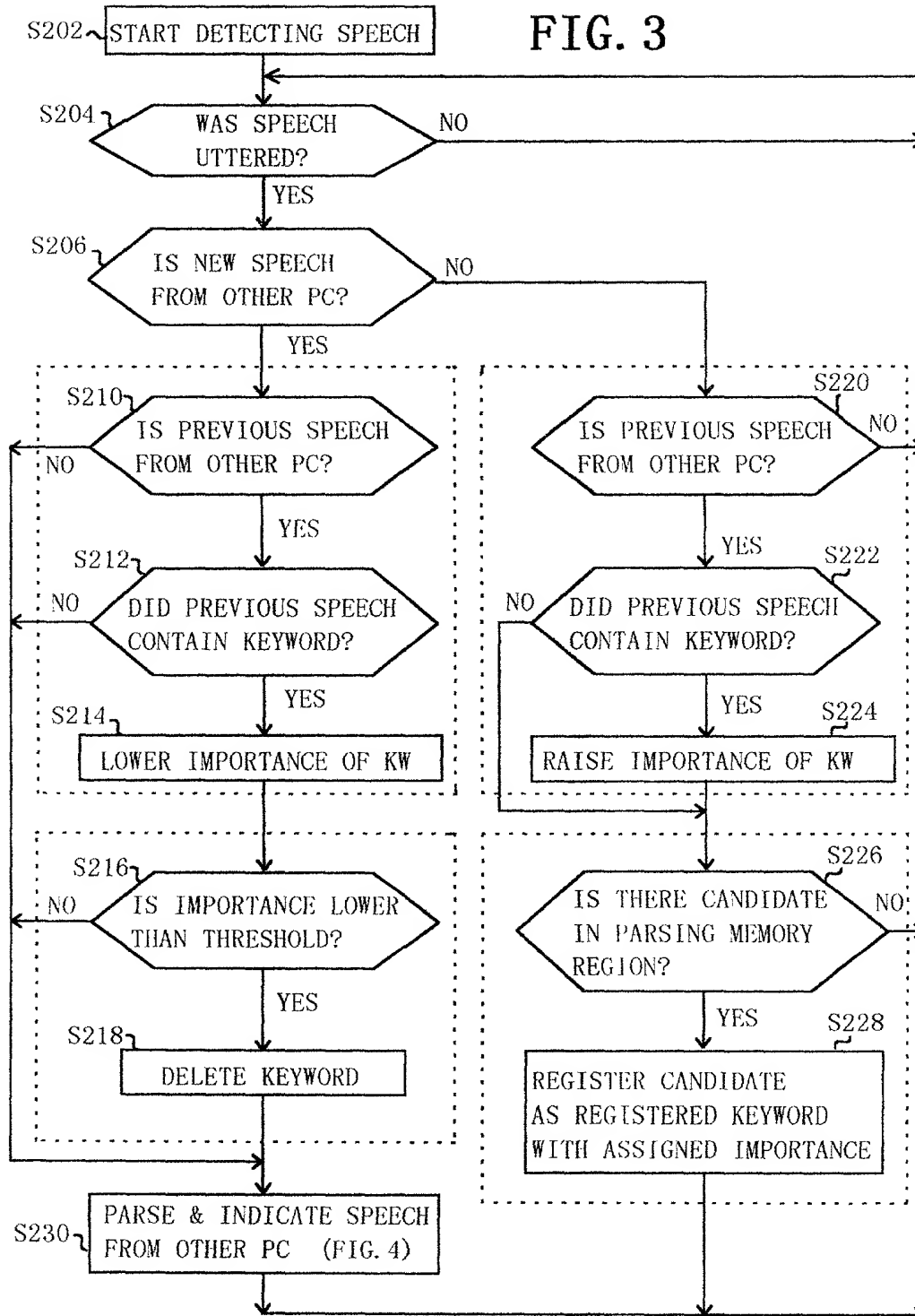


FIG. 2

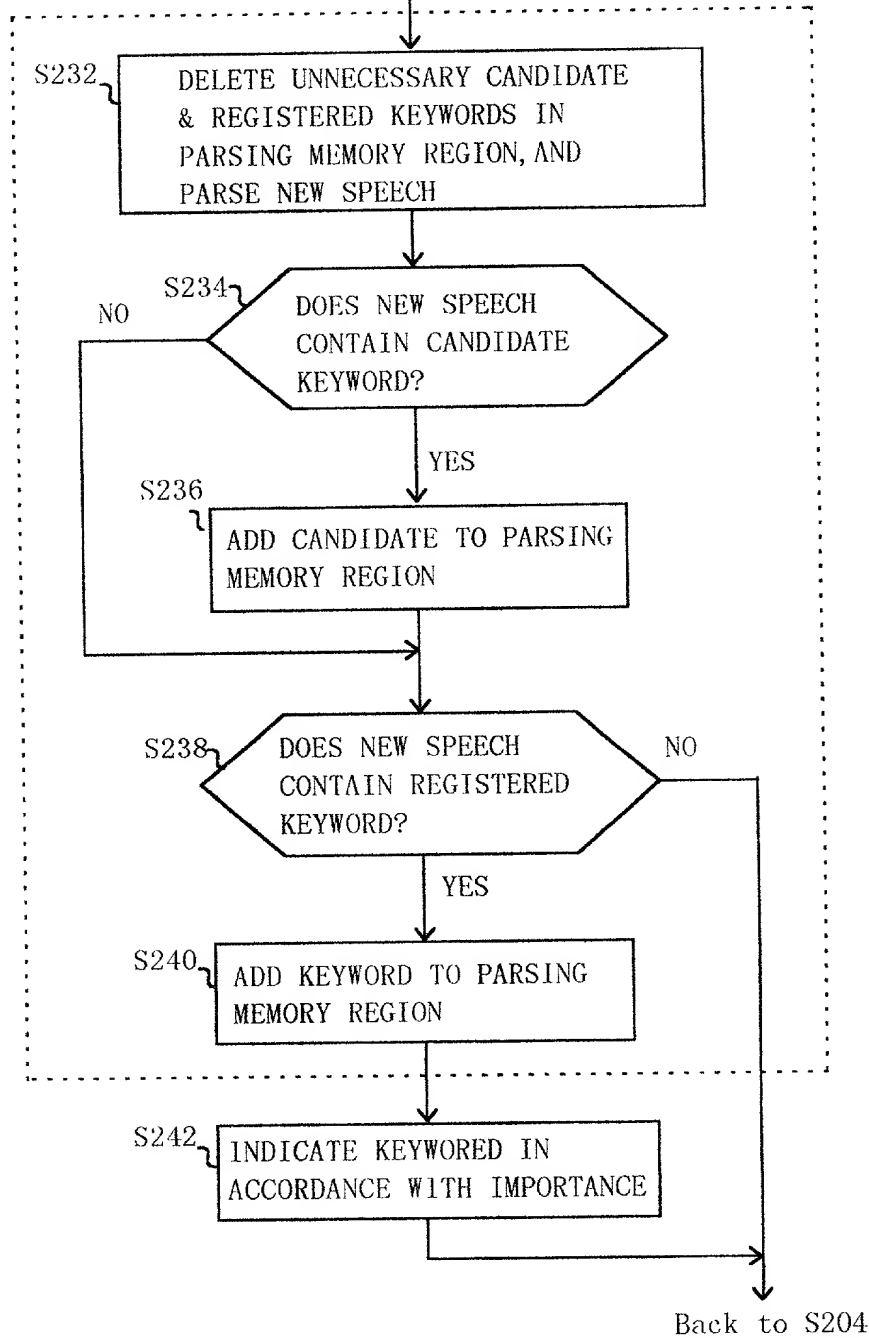
FIG. 3



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From S218

FIG. 4



12:03 <user1> Is Ms. Okada available?
 12:03 >user2< Can I help you?

FIG.5A

Keyword	Importance
Okada	1

12:06 <user1> http://www.fujitsu.co.jp
 12:06 <user1> This is the homepage of Fujitsu.
 12:06 <user1> I would like you to teach me. >user2
 12:06 >user2< What?

FIG.5B

Keyword	Importance
Okada	1
user2	1

12:12 <user1> Ms. Okada, can you tell me how to access CHOCOA
version of Macintosh CHOCOA?
 12:12 >user2< Select 'About CHOCOA' in Apple Menu.

FIG.5C

Keyword	Importance	Keyword	Importance
Okada	2	CHOCOA	2
user2	1	version	1
Macintosh	1		

12:17 <user1> I see. Thank you very much. >user2
 12:17 >user2< You are welcome.

FIG.5D

Keyword	Importance	Keyword	Importance
Okada	2	CHOCOA	2
user2	2	version	1
Macintosh	1		

User's Calendar

January, 2000

Sun	Tue	Wed	Thu	Fri	Sat

Today's Schedule
January 12, 2000

10:00-11:00 Patent Meeting
15:30-16:30 Group Meeting
18:00-20:00 Badminton



Before January 12, 2000

Keyword	Importance
version	1



On January 12, 2000

Keyword	Importance
version	1
patent	1
meeting	2
group	1
badminton	1

FIG.6

13:19 <user3> I will be in Yotsuya tomorrow.
 13:19 <user4> I see.
 13:21 <user3> In Tokyo, it's snowing.
 13:25 <user5> (Gogin to Tokyo may be senseless!)
 13:25 <user4> It'll be cold.
 13:25 <user5> (I don't want to put on snow shoes.)
 13:26 >user2< Mr.Matsuda is going to Tokyo!

Importance before 13:26

Keyword	Importance
patent	1
meeting	2
group	1
badminton	1



Importance Lowered at 13:26

Keyword	Importance
patent	0
meeting	1
group	0
badminton	0



Importance after 13:29

Keyword	Importance
patent	1
meeting	2
group	1
badminton	1

FIG.7